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Mayor's Office

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Mayor's Office

Cabinet Mission

The agencies reporting to the Mayor's Office represent the Mayor and the City in legal matters, public relations, intergovernmental relations, and neighborhood concerns. The Mayor's vision for the future of the City is reflected in the policies and directions carried forward by the staff of these offices. The Mayor's special emphasis on services to youth in the City will be coordinated through the Mayor's Office.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Emergency Preparedness	0	0	191,984	191.984
	Intergovernmental Relations	978,083	855,343	956,966	980,416
	Law Department	4,344,093	4,013,227	4,625,000	4,773,475
	Mayor's Office	1,413,610	1,618,254 1,013,900	1,850,756	2,151,631
	Neighborhood Services	994,610		1,156,460	1,181,150
	Office of New Bostonians	77,978	85,954	83,965	317,816
	Public Information	851,444	854,371	941,224	973,098
	Total	8,659,818	8,441,049	9,806,355	10,569,570
External Funds Expenditures		Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Emergency Preparedness	5,377,432	28,335,751	38,060,096	21,144,671
	Mayor's Office	62,637	227,860	154,860	88,544
	Office of New Bostonians	220,007	255,566	252,197	11,990
	Total	5,660,077	28,819,178	38,467,153	21,245,205

Emergency Preparedness Operating Budget

Carlo Boccia, Director Appropriation: 231

Department Mission

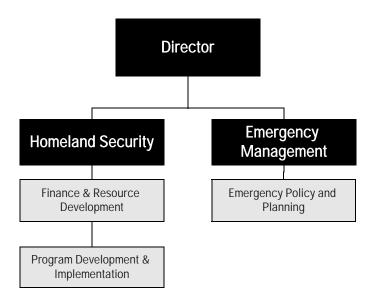
The Mayor's Office of Emergency Preparedness advances the City's capability to effectively prevent, respond to and recover from incidents of terrorism, natural disasters and other emergency conditions by coordinating and directing Boston's interdepartmental and multi-jurisdictional activities, advising the Mayor on issues, and obtaining and managing outside funding.

FY07 Performance Objectives

- To promote and support a coordinated homeland security strategy that engages all city departments.
- To obtain, allocate, and manage state and federal homeland security funds that support the city's strategy.
- To coordinate and implement training programs for public safety and public health, including exercises that may require multi-agency response.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Homeland Security	0	0	191,984	191,984
	Total	0	0	191,984	191,984
External Funds Budget	Fund Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Citizen Corp Program	0	7,325	197,170	0
	Democratic National Convention	1,913,216	22,000,820	4,148,097	0
	Law Enforcement Terrorism Prev	0	0	2,543,084	273,916
	Local Preparedness Grant Prog	0	2,496	0	0
	State Homeland Security	0	0	6,526,120	0
	Urban Areas Security (UASI)	3,464,216	6,325,110	24,645,625	20,870,755
	Total	5,377,432	28,335,751	38,060,096	21,144,671
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services	0	0	191,984	191,984
	Non Personnel	0	0	0	0
	Total	0	0	191,984	191,984

Emergency Preparedness Operating Budget



Description of Services

The Mayor's Office of Emergency Preparedness assists and supports line departments in their individual homeland security responsibilities, promotes regular communication across all departments and disciplines, and brings departments together to jointly implement a unified citywide strategy for emergency preparedness. The Office also bears primary responsibility for the resource development and management of state and federal funds that support the city's emergency preparedness strategy.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51600 Unemployment Compensation 51700 Workers' Compensation Total Personnel Services	0 0 0 0 0	0 0 0 0 0	191,984 0 0 0 0 0 191,984	191,984 0 0 0 0 0 191,984	0 0 0 0 0
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat 53900 Misc Supplies & Materials Total Supplies & Materials	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure Total Other	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
	Grand Total	0	0	191,984	191,984	0

Department Personnel

Title	Union Grade Position Code	FY07 Salary	Title	Union Grad Code	le Position	FY07 Salary
-	· · · · · · · · · · · · · · · · · · ·				,	
			Executive Assistant	EXO	1	80,220
			Total		1	80,220
			Adjustments			
			Differential Payments			0
			Other			0
			Chargebacks			111,764
			Salary Savings			0
			FY07 Total Request			191,984

External Funds History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51300 Part Time Employees	15,716 0 735,026 0	318,835 0 12,063,865 0	788,504 0 2,742,655 0	628,000 0 992,000	-160,504 0 -1,750,655 0
	51400 Health Insurance	0	15,315	18,315	9,000	-9,315
	51500 Pension & Annunity 51600 Unemployment Compensation	0	13,853 0	29,653 0	37,000 0	7,347 0
	51700 Workers' Compensation	0	0	0	0	0
	51800 Indirect Costs 51900 Medicare	0 10	0 4,138	1,336,292 134,135	0 4,450	-1,336,292 -129,685
	Total Personnel Services	750,752	12,416,006	5,049,554	1,670,450	-3,379,104
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications	0	8,738	135,235	7,200	-128,035
	52200 Utilities	0	0	0	0	0
	52300 Water & Sewer 52400 Snow Removal	0	0	0	0	0
	52500 Garbage/Waste Removal	0	0	0	0	0
	52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment	0	0	0	0	0
	52800 Transportation of Persons	12,340	31,806	35,000	28,500	-6,500
	52900 Contracted Services	141,681	10,900,443	12,527,001	7,378,461	-5,148,540
	Total Contractual Services	154,021	10,940,987	12,697,236	7,414,161	-5,283,075
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies	0 192 0	0 205,633 0	0 10,000 0	0 15,000 0	0 5,000 0
	53500 Med, Dental, & Hosp Supply	0	0	0	0	0
	53600 Office Supplies and Materials 53700 Clothing Allowance	0	728 0	45,400 0	3,000 0	-42,400 0
	53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials	2,551,643	2,619,773	5,845	0	-5,845
	Total Supplies & Materials	2,551,835	2,826,134	61,245	18,000	-43,245
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical	0	0	0	0	0
	54400 Legal Liabilities 54900 Other Current Charges	0	0 659,904	0 6,565	0	-6,565
	Total Current Charges & Oblig	0	659,904	6,565	0	-6,565
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
• •	55000 Automotive Equipment	0	0	204,262	0	-204,262
	55400 Lease/Purchase	0	0	0	0	0
	55600 Office Furniture & Equipment	0	0	0	0	0
	55900 Misc Equipment Total Equipment	1,920,825 1,920,825	1,483,369 1,483,369	20,041,234 20,245,496	12,042,060 12,042,060	-7,999,174 -8,203,436
au.	rotal Equipment				, ,	
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation	0	9,351	0	0	0
	57200 Structures & Improvements 58000 Land & Non-Structure	0	0	0	0	0
	Total Other	0	9,351	0	0	0
	Grand Total	5,377,433	28,335,751	38,060,096	21,144,671	-16,915,424

External Funds Personnel

Title	Union Code	Grade	Position	FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
					<u></u> -	i, i		-	
Director	CDH		1	99,699	Admin Manager	MYO	8	1	63,977
Asst Dir Homeland Security	MYO	9	2	136,228	Asst Coord	MYO	4	2	83,557
					Staff Assistant I	MYO	2	1	26,182
					Total			7	409,644
					A dissatus anda				
					Adjustments				
					Differential Payments				0
					Other				218,356
					Chargebacks				0
					Salary Savings				0
					FY07 Total Request			•	628,000

Program 1. Homeland Security

Carlo Boccia, Director Organization: 231100

Program Description

The Homeland Security/Emergency Preparedness Program advances the City's capability to effectively prevent, respond to and recover from incidents of terrorism and other emergency incidents, by coordinating and directing Boston's interdepartmental and multi-jurisdictional homeland security activities, advising the Mayor on issues, and obtaining and managing outside funding.

Program Objectives

- To coordinate and implement training programs for public safety and public health, including exercises that may require multi-agency response.
- To acquire federal and other funding for emergency management missions and assist other agencies in obtaining such funding.
- To promote and support a coordinated homeland security strategy that engages all city departments.
- To obtain, allocate, and manage state and federal homeland security funds that support the city's strategy.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Multi agency response exercises conducted		6	1	TBR
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel Total	0 0 0	0 0 0	1 191,984 0 191,984	1 191,984 0 191,984

External Funds Projects

Urban Area Security Initiative

Project Mission

The federal UASI grant serves to address the unique equipment, planning, exercise, training and operational needs of first responder agencies in the Boston Urban Area (Boston, Brookline, Cambridge, Everett, Revere, Quincy, Winthrop, Chelsea, Somerville) and to assist them in building an enhanced and sustainable capacity to prevent, respond to, and recover from threats or acts of terrorism, including chemical, biological, radiological, nuclear and explosive (CBRNE) incidents. This project start date was in February, 2004, and funding is received from the US Department of Homeland Security and the Commonwealth of Massachusetts Executive Office of Public Safety.

State Homeland Security Funding

Project Mission

This federal grant will support the needs of Boston Urban Area communities in enhancing their ability to work as a coordinated force in preventing, responding to and recovering from threats or acts of terrorism, by providing funding for training, equipment, and planning and prevention efforts.

Democratic National Convention

Project Mission

This federal grant funds security costs for various departments for the 2004 Democratic National Convention.

Intergovernmental Relations Operating Budget

Vacant, Director Appropriation: 150

Department Mission

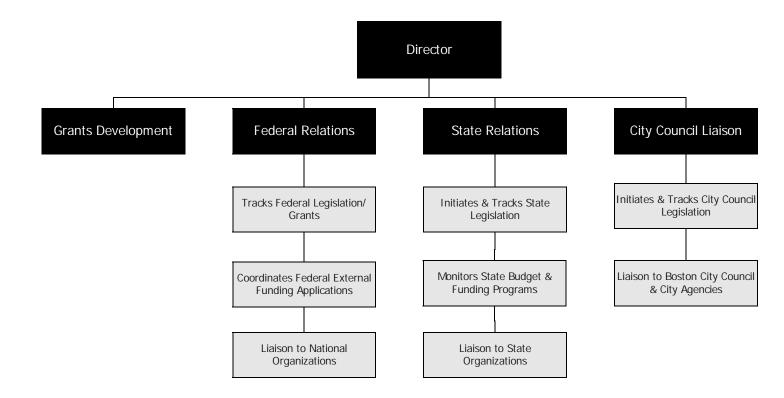
The mission of the Intergovernmental Relations Department is to coordinate the City's relations with the federal, state and other local governments, seeking to foster constructive links between the City and these entities. The department keeps the Mayor informed on intergovernmental issues and assists him in representing the City's interests in these matters. In addition, it provides a liaison between the Administration and the City Council.

FY07 Performance Objectives

- To advocate on behalf of the City at the federal, state and local level on matters of legislation.
- To provide grantwriting expertise to all departments in an effort to submit successful grant applications.
- To improve communication to the Mayor, City Council, City departments and community-based organizations about grant opportunities.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Intergovernmental Relations Grants Administration	922,406 55,677	794,446 60,897	890,769 66,197	911,142 69,274
	Total	978,083	855,343	956,966	980,416
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	575,732 402,351	511,081 344,262	621,947 335,019	631,492 348,924
	Total	978,083	855,343	956,966	980,416

Intergovernmental Relations Operating Budget



Description of Services

The department tracks legislation and policy initiatives that concern the City directly, or urban and regional affairs more generally. It arranges for testimony by the Mayor, or on behalf of the Mayor, at legislative hearings of special concern. It maintains liaison with and coordinates the City's participation in national, state, and municipal organizations. Intergovernmental Relations also coordinates the City's applications for federal and state grants, seeking out public and private grant opportunities and providing technical support to departments preparing grant applications.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51600 Unemployment Compensation 51700 Workers' Compensation Total Personnel Services	575,732 0 0 0 0 0 0 575,732	511,081 0 0 0 0 0 511,081	621,947 0 0 0 0 0 621,947	631,492 0 0 0 0 0 631,492	9,545 0 0 0 0 0 9,545
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	14,377 0 0 0 0 0 1,449 5,637 224,114 245,577	14,074 0 0 0 0 0 1,404 3,462 151,057 169,997	16,440 0 0 0 0 0 1,885 4,744 152,212 175,281	16,440 0 0 0 0 0 1,885 4,744 156,816 179,885	0 0 0 0 0 0 0 0 0 4,604 4,604
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Med. Supplies & Materials	0 8,151 0 0 1,229 0	0 11,710 0 0 1,485 0	0 8,000 0 0 1,000 0	0 8,000 0 0 1,000 0	0 0 0 0 0 0
	53900 Misc Supplies & Materials Total Supplies & Materials	9,380	0 13,1 9 5	9,000	9,000	0
Current Chgs & Oblig	* *					
Current Chgs & Oblig	* *	9,380	13,195	9,000	9,000	0
Current Chgs & Oblig Equipment	Total Supplies & Materials 54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges	9,380 FY04 Expenditure 0 0 0 0 0 143,014	13,195 FY05 Expenditure 0 0 0 0 149,903	9,000 FY06 Appropriation 0 0 0 0 0 150,738	9,000 FY07 Recommended 0 0 0 0 0 0 160,039	0 Inc/Dec 06 vs 07 0 0 0 0 0 0 9,301
	Total Supplies & Materials 54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges	9,380 FY04 Expenditure 0 0 0 0 143,014 143,014	13,195 FY05 Expenditure 0 0 0 0 149,903 149,903	9,000 FY06 Appropriation 0 0 0 0 150,738 150,738	9,000 FY07 Recommended 0 0 0 0 160,039 160,039	0 Inc/Dec 06 vs 07 0 0 0 0 0 9,301 9,301
	Total Supplies & Materials 54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	9,380 FY04 Expenditure 0 0 0 0 143,014 143,014 FY04 Expenditure 0 0 0 4,380	13,195 FY05 Expenditure 0 0 0 0 149,903 149,903 FY05 Expenditure 0 0 0 11,167	9,000 FY06 Appropriation 0 0 0 0 150,738 150,738 FY06 Appropriation 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,000 FY07 Recommended 0 0 0 0 160,039 160,039 FY07 Recommended 0 0 0 0 0 0	0 Inc/Dec 06 vs 07 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Equipment	Total Supplies & Materials 54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	9,380 FY04 Expenditure 0 0 0 0 143,014 143,014 FY04 Expenditure 0 0 0 4,380 4,380	13,195 FY05 Expenditure 0 0 0 149,903 149,903 FY05 Expenditure 0 0 0 11,167 11,167	9,000 FY06 Appropriation 0 0 0 0 150,738 150,738 FY06 Appropriation 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9,000 FY07 Recommended 0 0 0 0 160,039 160,039 FY07 Recommended 0 0 0 0 0 0 0 0 0 0	0 Inc/Dec 06 vs 07 0 0 0 0 9,301 9,301 Inc/Dec 06 vs 07 0 0 0 0 0 0

Department Personnel

Title	Union Code	Grade	Position	FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
•	,					,			
Executive Asst	EXM	14	1	100,847	Prin Admin Assistant	SE1	8	2	134,917
Pr Admin Asst	EXM	12	1	100,045	Admin Assistant	SE1	7	2	121,664
Prin Admin Assistant	EXM	8	1	54,672	Admin Assistant	SE1	4	1	54,306
					Executive Secretary	SE1	4	1	54,306
					Total			9	620,757
					Adjustments				
					Differential Payments				0
					Other				10,735
					Chargebacks				0
					Salary Savings				0
					FY07 Total Request				631,492

Program 1. Intergovernmental Relations

Vacant, Manager Organization: 150100

Program Description

The Intergovernmental Relations Program monitors, analyzes, and advocates for legislation and policy initiatives that concern the City directly, or urban and regional affairs more generally, on the federal, state and local levels. Each unit of the Division maintains a liaison relationship with the appropriate legislative and executive branches of government. Additionally, each unit is charged with the establishment and maintenance of ongoing relationships with groups, organizations, and associations on behalf of the Mayor and the City.

Program Objectives

 To advocate on behalf of the City at the federal, state and local level on matters of legislation.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	City legislative items submitted/monitored	239	170	250	275
	Federal legislative items monitored	140	130	135	150
	State legislative items submitted/monitored	101	101	105	108

Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	8 523,584 398,822	8 454,807 339,639	8 561,240 329,529	8 567,358 343,784
	Total	922,406	794,446	890,769	911,142

Program 2. Grants Administration

Non Personnel

Total

Laureen Wood, Manager Organization: 150200

Program Description

The Office of Grants Administration provides City departments with professional assistance in resource development. As a champion for the City, the Office will prioritize and maximize grant application resources to address the Mayor's strategic goals.

Program Objectives

- To provide grantwriting expertise to all departments in an effort to submit successful grant applications.
- To improve communication to the Mayor, City Council, City departments and community-based organizations about grant opportunities.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Individuals and agencies receiving technical assistance	57	52	40	40
	Funding Update subscribers Grant opportunities identified	922 717	1,084 688	1,200 500	1,200 500
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services	1 52,148	1 56,274	1 60,707	1 64,134

3,529

55,677

4,623

60,898

5,490

66,197

5,140

69,274

Law Department Operating Budget

William F. Sinnott, Corporation Counsel Appropriation: 151

Department Mission

The mission of the Law Department is to provide a high level of professional legal services to its clients, the Mayor, City Council and City departments, regarding their official capacities within City government, in a timely and cost effective manner. Law Department personnel are committed to upholding the highest ethical standards and to assuming a professional and caring attitude toward their clients, and among themselves.

FY07 Performance Objectives

- To defend the City against legal claims.
- To maximize the recovery of funds to the City, including delinquent taxes.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Operations Litigation Government Services	1,868,980 1,901,949 573,164	1,659,157 1,731,548 622,522	1,862,101 1,927,357 835,542	1,930,741 1,883,258 959,476
	Total	4,344,093	4,013,227	4,625,000	4,773,475
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	2,543,146 1,800,947	2,536,228 1,476,999	3,069,693 1,555,307	3,213,653 1,559,822
	Total	4.344.093	4.013.227	4.625.000	4.773.475

Law Department Operating Budget



Authorizing Statutes

- General Responsibilities of Law Department and Corporation Counsel, CBC Ord. C.5, s. 8.1.
- Appointment of Corporation Counsel, CBC Ord. C.2, s. 7.1.

Description of Services

The Law Department supervises approximately 60 attorneys citywide. The Department also directly supervises approximately 25 support staff employees who work with the legal staff. The Department is responsible for handling court litigation, administrative hearings, appellate reviews, advisory opinions/memoranda, drafting and approving legal instruments, drafting and analyzing legislation, and providing general legal counsel.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees	2,543,132 0	2,530,357 0	3,069,693 0	3,213,653 0	143,960 0
	51200 Overtime 51600 Unemployment Compensation	14 0	0 5,871	0	0	0
	51700 Workers' Compensation	0	0	0	0	0
	Total Personnel Services	2,543,146	2,536,228	3,069,693	3,213,653	143,960
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications	55,262	60,872	57,300	57,300	0
	52200 Utilities 52300 Water & Sewer	0	0	0	0	0
	52400 Snow Removal	0	0	0	0	0
	52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures	0	0	0	0	0
	52700 Repairs & Service of Equipment	12,871	19,258	10,250	11,900	1,650
	52800 Transportation of Persons 52900 Contracted Services	18,821 1,544,667	21,659 1,181,130	20,000 1,307,157	20,265 1,308,657	265 1,500
	Total Contractual Services	1,631,621	1,282,919	1,394,707	1,398,122	3,415
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies	84	89	100	200	100
	53200 Food Supplies 53400 Custodial Supplies	0	0	0	0	0
	53500 Med, Dental, & Hosp Supply	0	0	0	0	0
	53600 Office Supplies and Materials	24,191	26,653 0	27,000 0	27,000 0	0
	53700 Clothing Allowance 53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials	0	0	0	0	0
	Total Supplies & Materials	24,275	26,742	27,100	27,200	100
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical	800	80	0	0	0
	54400 Legal Liabilities 54500 Aid To Veterans	0	0	0	0	0
	54600 Current Charges H&I	0	0	0	0	0
	54700 Indemnification 54900 Other Current Charges	0 122,205	0 110.136	0 113,500	0 122,500	9,000
	Total Current Chgs & Oblig	123,005	110,216	113,500	122,500	9,000
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment	0	0	0	0	0
	55400 Lease/Purchase 55600 Office Furniture & Equipment	0	0	0	0	0
	55900 Office Furniture & Equipment	22,047	57,121	20,000	12,000	-8,000
	Total Equipment	22,047	57,121	20,000	12,000	-8,000
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation	0	0	0	0	0
	57200 Structures & Improvements 58000 Land & Non-Structure	0	0	0	0	0
	Total Other	0	0	0	0	0
	Grand Total	4,344,094	4,013,226	4,625,000	4,773,475	148,475

Department Personnel

Title	Union Grade Code	Position	FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
							J	,
Corporation Counsel	CDH	1	125,344	Executive Secretary	EXM	7	1	49,043
ACC-Attorney	EXM	24	1,405,350	Executive Assistant (Law/Dir)	SU4	18	1	67,045
ACC-Management	EXM	3	262,720	Executive Asst	SU4	16	3	143,846
ACC-Senior Attorney	EXM	4	292,801	Admin Assistant	SU4	15	6	296,910
First Asst Corp Counsel	EXM	2	209,574	Admin Secretary	SU4	14	2	78,376
Paralegal	EXM	7	299,320	Head Clerk & Secretary	SU4	13	1	39,473
Prin Admin Assistant	EXM 8	1	63,427	Principal Clerk	SU4	10	1	33,297
				Principal Legal Assistant	SE1	5	1	59,675
				Total			58	3,426,203
				Adjustments				
				Differential Payments				0
				Other				118,528
				Chargebacks				0
				Salary Savings				-331,078
				FY07 Total Request				3,213,653

Program 1. Operations

Joseph H. Callahan, Jr., Manager Organization: 151100

Program Description

The Operations Program provides the Department with the administrative structure and services necessary for the Department to carry out its dayto-day activities under court mandated litigation deadlines. The Department maintains its own networked computer server with an ever increasing inventory of computer assisted on-line legal research resources. Operational duties include general managerial functions of recruiting, training, and supervising personnel and procuring supplies and services necessary to protect the City's legal interests. The Operations Program is responsible for managing the receipt of all fines, judgments, and settlements received and collected from all Law Department programs. Operations is also responsible for the Tax Title program which oversees the litigation of foreclosure proceedings and the collection of delinquent real estate taxes on property located in Boston.

Program Objectives

- To provide effective and efficient operational support to the Law Department.
- To maximize the recovery of funds to the City, including delinquent taxes.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Affirmative recovery judgments and settlements	\$445,095	\$1,102,962	\$1,000,000	\$1,000,000
	Tax lien actions initiated in Land Court	116	237	250	300
	Tax lien collections	\$10.6M	\$8.9M	\$8.5M	\$8.8M
	New payment agreements to resolve tax liens	43	112	85	85
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota	27	27	27	27
	Personnel Services	1,183,327	1,058,003	1,310,094	1,391,219
	Non Personnel	685,653	601,154	552,007	539,522
	Total	1,868,980	1,659,157	1,862,101	1,930,741
	Final judgments obtained in Land Court	51	64	50	50
	Motions litigated to facilitate tax lien actions	420	387	400	450
	Tax liens redeemed prior to final judgment	503	559	600	650

Program 2. Litigation

Susan Weise, Manager Organization: 151200

Program Description

The Litigation Program is responsible for the pretrial, trial, and disposition of lawsuits in federal and state courts. It supervises litigation matters including personal injury cases, tort and road defect cases, employment claims, medical malpractice, civil rights claims, and contract disputes. Litigation support includes legal representation of City employees in cases arising from the performance of their official duties. The program also oversees the litigation of affirmative claims by the City against other parties. In addition, the program manages contracts with special outside counsel and provides day to day liaison with the police department legal advisor.

Program Objectives

• To defend the City against legal claims.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	New cases handled Third party subpoena and discovery practice Cases disposed	1,932 124 2,308	1,460 40 2,274	2,500 100 2,000	2,500 100 2,100
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07

Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	19 787,195 1,114,754	19 917,971 813,578	19 1,027,057 900,300	17 965,958 917,300
-	Total	1,901,949	1,731,548	1,927,357	1,883,258

Program 3. Government Services

Vacant, Manager Organization: 151300

Program Description

The Government Services Program provides general legal consultation to all City departments, including the Boston Public Schools. The program also provides legal assistance regarding the development and implementation of new public policies and programs. An example of the Department's role in new public policy is the growing telecommunications practice, which includes monitoring and analyzing this rapidly developing practice area. Activities include acting as a liaison with the Federal Communications Commission, the review of telecommunications contracts, many involving multiple parties, drafting telecommunications license agreements and advisory opinions on a variety of telecommunication issues. Litigation services include zoning appeals, admiralty cases, contract disputes and construction claims. Government Services also houses a Special Prosecution Unit responsible for legal enforcement of public health and safety standards, which have a major impact on public health and welfare.

Program Objectives

- Provide consultation services that include rendering legal opinions, drafting and approving legal instruments such as contracts, agreements, licensing and indemnity agreements, zoning issues, public record requests and subpoena responses.
- Provide policies and program services that include rendering advisory opinions and/or memoranda, drafting and approving legal instruments and legislation.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Contracts processed RFP consultations Zoning decisions processed Licenses, maintenance and indemnification agreements Civil prosecutions and enforcements	2,602 6 913 88 504	2,084 20 808 71 344	2,500 10 600 350 400	2,500 15 700 400
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07

Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	12 572,624 540	12 560,254 62,268	12 732,542 103,000	14 856,476 103,000
	Total	573,164	622,522	835,542	959,476
	Telecommunication matters Public records requests Legislative issues	43 113 54	61 70 90	50 75 75	60 100 100

Office of the Mayor Operating Budget

Merita A. Hopkins, Chief of Staff Appropriation: 111

Department Mission

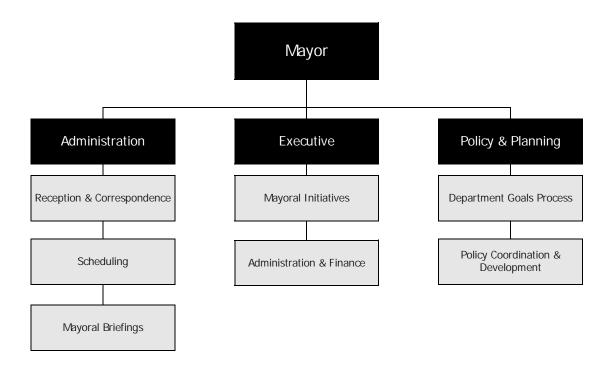
The mission of the Office of the Mayor is to provide executive leadership, as well as setting priorities and goals for the City and its neighborhoods.

FY07 Performance Objectives

- To act on behalf of and in coordination with the Mayor to ensure consistent written communication both internally and with the general public.
- To facilitate and coordinate the Mayor's briefings, advance logistics and daily schedules.
- To hold monthly department head meetings.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Administration Executive Policy & Planning	639,966 473,929 299,715	643,860 640,829 333,565	660,384 615,326 575,046	700,348 660,255 791,028
	Total	1,413,610	1,618,254	1,850,756	2,151,631
External Funds Budget	Fund Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Harvard Business School Fellow Integrated Energy Mgmt Plan	62,637 0	86,500 141,360	80,220 74,640	88,544 0
	Total	62,637	227,860	154,860	88,544
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	1,248,701 164,909	1,435,924 182,330	1,644,201 206,556	1,945,075 206,556
	Total	1,413,610	1,618,254	1,850,756	2,151,631

Mayor's Office Operating Budget



Authorizing Statutes

- Chief Executive Officer, CBC St. 2, s. 1; CBC St. 5, s. 100.
- Election and Duration of Term, CBC St. 2, s. 3.
- Administrative Powers and Duties, CBC St. 2, s.
 7; CBC St. 5, s. 101-102; CBC Ord. 2 generally.
- Legislative Powers and Duties, CBC St. 2, s. 750;
 CBC St. 2, s. 12, 15-16.
- Fiscal Powers and Duties, CBC St. 6, s. 251, 253;
 Ch. 190, s. 15, Acts of 1982 (Tregor Legislation)
 as amended by Ch. 701, s. 2, Acts of 1986 (Tregor Amendments).

Description of Services

The Office of the Mayor coordinates the activities of the Mayor, mayoral commissions, special assistants to the Mayor, and all City departments.

Coordination of activities includes the Mayor's scheduling, advance office, speech writing, policy development, communications, and twenty-four hour services. The Office of the Mayor is also charged with communicating mayoral directives and decisions to Cabinet officers and department heads, and coordinating implementation of those decisions.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51600 Unemployment Compensation 51700 Workers' Compensation Total Personnel Services	1,204,431 36,291 0 7,979 0 1,248,701	1,418,379 17,545 0 0 0 1,435,924	1,626,305 17,895 0 0 0 1,644,200	1,927,179 17,896 0 0 0 1,945,075	300,874 1 0 0 0 0 300,875
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	78,353 0 0 0 0 0 4,742 9,761 17,303 110,159	83,070 0 0 0 0 0 3,419 7,387 27,330 121,206	90,050 0 0 0 0 0 3,500 4,700 61,300 159,550	84,127 0 0 0 0 0 3,500 7,200 58,300 153,127	-5,923 0 0 0 0 0 0 2,500 -3,000 -6,423
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat 53900 Misc Supplies & Materials Total Supplies & Materials	5 32,288 0 0 6,532 0 0 2,847 41,672	0 23,046 0 0 13,978 0 0 3,705 40,729	300 20,500 0 7,011 0 5,000 32,811	300 20,500 0 12,000 0 5,000 37,800	0 0 0 4,989 0 0 0 4,989
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig	0 0 0 0 0 8,029 8,029	0 0 0 0 0 8,555 8,555	0 0 0 0 0 9,172 9,172	0 0 0 0 0 10,606 10,606	0 0 0 0 0 1,434 1,434
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	0 0 0 5,051 5,051	0 2,302 1,540 7,999 11,841	0 5,023 0 0 5,023	0 5,023 0 0 5,023	0 0 0 0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure Total Other Grand Total	0 0 0 0 1,413,612	0 0 0 0 1,618,255	0 0 0 0 1,850,756	0 0 0 0 2,151,631	0 0 0 0 300,875

Department Personnel

FY07 Salary	Position	Grade		Title	FY07 Salary	Position	Grade	Union Code	Title
			Code					Code	
74,839	1	10	MYO	Project Manager III	149,034	1		CDH	Chief of Staff
64,755	1	8	MYO	Administrative Assistant III	128,477	1		CDH	Chief Policy & Planning
308,196	6	6	MYO	Staff Assistant II	150,412	1		EXM	Mayor
49,198	1	5	MYO	Administrative Assistant	100,045	1		MYN	Director of Recreation
78,963	2	4	MYO	Staff Assistant	82,226	1		MYN	Deputy Chief of Staff
122,138	3	4	MYO	Staff Assistant I	472,671	7		MYN	Special Assistant
28,938	1	1	MYO	Receptionist	83,202	1	12	MY0	Admin & Finance Mgr II
1,893,094	28			Total					
				Adjustments					
0				Differential Payments					
34,085				Other					
0				Chargebacks					
0				Salary Savings					
1,927,179				FY07 Total Request					

External Funds History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
T di sommon del mess	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51300 Part Time Employees 51400 Health Insurance 51500 Pension & Annunity 51600 Unemployment Compensation 51700 Workers' Compensation 51800 Indirect Costs 51900 Medicare Total Personnel Services	62,637 0 0 0 0 0 0 0 0 0 0	83,986 0 0 0 2,037 0 0 0 477 86,500	80,220 0 0 0 0 0 0 0 0 0 0	88,544 0 0 0 0 0 0 0 0 0 0	8,324 0 0 0 0 0 0 0 0 0 0 0 0
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 141,360	0 0 0 0 0 0 0 0 0 74,640	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 -74,640
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat 53900 Misc Supplies & Materials Total Supplies & Materials	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical 54400 Legal Liabilities 54900 Other Current Charges Total Current Chgs & Oblig	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0
Equipment	55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	FY04 Expenditure 0 0 0 0 0 0	FY05 Expenditure 0 0 0 0 0 0	FY06 Appropriation 0 0 0 0 0 0	FY07 Recommended 0 0 0 0 0 0 0	0 0 0 0 0 0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure Total Other	0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0
	Graffa Fotal	32,001	22.,000	.5.,550	00,011	33,5.0

External Funds Personnel

Title	Union Grade Code	Position	FY07 Salary	Title	Union Grade Code	Position	FY07 Salary
•			•		•		
				Special Assistant		1	88,544
				Total		1	88,544
				Adjustments			
				Differential Payments			0
				Other			0
				Chargebacks			0
				Salary Savings			0
				FY07 Total Request			88,544

Program 1. Administration

Merita A. Hopkins, Chief of Staff Organization: 111100

Program Description

The Administration Program provides administrative services and support to allow the Mayor's Office to operate efficiently and cost effectively. This includes scheduling, correspondence and reception of visitors and callers.

- To act on behalf of and in coordination with the Mayor to ensure consistent written communication both internally and with the general public.
- To facilitate and coordinate the Mayor's briefings, advance logistics and daily schedules.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% of Mayoral correspondence responded to within 7 working days	100%	100%	98%	100%
	Total events		909	825	900
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	12 551,098 88,867	12 536,853 107,007	11 571,329 89,056	12 617,392 82,956
	Total	639,966	643,860	660,384	700,348

Program 2. Executive

Merita A. Hopkins, Chief of Staff Organization: 111200

Program Description

The Executive Program provides executive leadership for the City of Boston, and is responsible for the general supervision and coordination of departments and agencies of the City of Boston.

Program Objectives

• To hold monthly department head meetings.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Department head meetings held % of departments presenting at department head meetings	12	12	12 40%	12 50%
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Ouota Personnel Services Non Personnel	5 402,882 71,047	5 574,923 65,906	5 536,826 78,500	6 580,555 79,700
	Total	473,929	640,829	615,326	660,255

Program 3. Policy & Planning

Michael Kineavy, Director Organization: 111300

Program Description

The Policy and Planning Program supports the Mayor in setting priorities in conjunction with Cabinet officers and line departments. In addition, the Policy and Planning Program staff is responsible for the overall implementation of the Mayor's initiatives.

- To develop new policy areas and programs to serve Bostonians.
- To work with all City departments to set policy and ensure implementation.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% of departments setting policy goals Number of new policy initiatives in Mayor's Office	100%	100%	100% 12	100% 11
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Ouota Personnel Services Non Personnel Total	5 294,720 4,995 299,715	5 324,148 9,417 333,565	6 536,046 39,000 575,046	10 747,127 43,900 791,027

External Funds Projects

Integrated Energy Management Plan

Project Mission

The Integrated Energy Management Plan grant funded the development of the Mayor's municipal energy policy and will guide implementation strategies to conserve energy resources consumed by municipal operations. The Commonwealth of Massachusetts Office of Consumer Affairs and Business Regulation's Division of Energy Resources, the Massachusetts Technology Collaborative, NSTAR and Keyspan havel provided grant funding over two years.

Service Leadership Fellows Program

Project Mission

The mission of the Harvard Business School Service Leadership Fellows Program is to both enrich the learning experience of the fellow and to provide valuable intellectual resources that will assist the City with strategic public policy analysis. The Harvard Business School has provided annual financial and personnel resources to support this program.

Neighborhood Services Operating Budget

John J. Walsh, Director Appropriation: 412

Department Mission

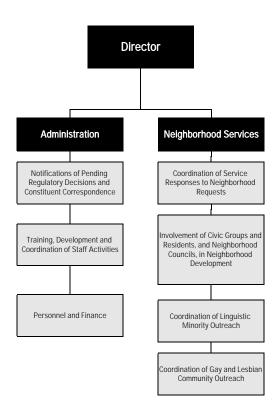
The Mayor's Office of Neighborhood Services (ONS) encourages, facilitates and maximizes citizen input and participation in all aspects of government through service requests, neighborhood meetings, mailings, and emergency responses.

FY07 Performance Objectives

- To maintain the effectiveness of the Early Notification System mailing by surveying recipients, neighborhood groups, community leaders and residents.
- To maintain a constituent satisfaction rate with City response to requests for service.
- To broaden the base of participation by involving new neighborhood groups in regular ONS activities.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Administration Neighborhood Services	281,377 713,233	286,924 726,976	268,369 888,091	272,982 908,168
	Total	994,610	1,013,900	1,156,450	1,181,150
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	889,187 105,422	917,766 96,134	1,053,660 102,800	1,090,227 90,923
	Total	994,610	1,013,900	1,156,460	1,181,150

Neighborhood Services Operating Budget



Description of Services

The Office of Neighborhood Services invites community involvement in municipal government across the wide spectrum of its programs. Neighborhood Services provides a forum for both groups and individuals to express concerns, request services, and extend opinions, while serving to disseminate information and facilitate delivery of City services.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees	889,187	917,766	1,053,660	1,090,227	36,567
	51100 Emergency Employees 51200 Overtime	0	0	0	0	0
	51600 Unemployment Compensation	0	0	0	0	0
	51700 Workers' Compensation Total Personnel Services	0 889 ,187	917,766	0 1,053,660	0 1,090,227	0 36,567
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications	40,371	41,510	42,800	42,800	0
	52200 Utilities	0	0	0	0	0
	52300 Water & Sewer 52400 Snow Removal	0	0	0	0	0
	52500 Garbage/Waste Removal	0	0	0	0	0
	52600 Repairs Buildings & Structures	0	0	0	0	0
	52700 Repairs & Service of Equipment 52800 Transportation of Persons	3,851 0	1,185 0	3,000	3,000	0
	52900 Contracted Services	12,825	12,507	13,000	11,320	-1,680
	Total Contractual Services	57,047	55,202	58,800	57,120	-1,680
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies	262	341	300	1,100	800
	53200 Food Supplies 53400 Custodial Supplies	0	0	0	0	0
	53500 Med, Dental, & Hosp Supply	0	0	0	0	0
	53600 Office Supplies and Materials	42,362	33,177	42,400	26,400	-16,000
	53700 Clothing Allowance 53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials	0	3,610	500	500	0
	Total Supplies & Materials	42,624	37,128	43,200	28,000	-15,200
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical	0	0	0	0	0
	54400 Legal Liabilities 54500 Aid To Veterans	0	0	0	0	0
	54600 Current Charges H&I	0	0	0	0	0
	54700 Indemnification	0	0	0	0	0
	54900 Other Current Charges Total Current Chgs & Oblig	955 95 5	681 68 1	800 800	800 800	0
Equipment	Total current chigs & Oblig	FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
Equipment		·				
	55000 Automotive Equipment 55400 Lease/Purchase	0	0	0	0 5,003	0 5,003
	55600 Office Furniture & Equipment	0	0	0	0	0
	55900 Misc Equipment	4,795	3,124	0	0	0
	Total Equipment	4,795	3,124	0	5,003	5,003
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation	0	0	0	0	0
	57200 Structures & Improvements 58000 Land & Non-Structure	0	0	0	0	0
	Total Other	0	0	0	0	0
	Grand Total	994,608	1,013,901	1,156,460	1,181,150	24,690
				,	,	.,.

Department Personnel

Title	Union Code	Grade	Position	FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
Executive Director	CDH		1	81,221	Project Director	MYO	9	1	61,435
Receptionist/Secretary	MYG	14	1	27,952	Regional Coordinator	MYO	8	3	171,655
Special Assistant I	MYO	10	1	74,839	Coordinator	MYO	6	15	671,454
					Staff Asst I	MYO	5	1	46,670
					Total			23	1,135,227
					Adjustments				
					Differential Payments				0
					Other				12,000
					Chargebacks				-32,000
					Salary Savings				-25,000
					FY07 Total Request				1,090,227

Program 1. Administration

John J. Walsh, Manager Organization: 412100

Program Description

The Administration Program notifies local groups, community leaders, media and elected officials of pending regulatory decisions, available City services, programs and meetings on a timely basis. Program staff also facilitates the training, development and coordination of departmental activities.

Program Objectives

 To maintain the effectiveness of the Early Notification System mailing by surveying recipients, neighborhood groups, community leaders and residents.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% of ENS mailings delivered 2 weeks prior to meeting	85%	90%	90%	90%
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Ouota Personnel Services Non Personnel	7 221,546 59,831	7 225,615 61,309	4 212,768 55,600	4 220,278 52,703
	Total	281,377	286,924	268,368	272,981
	Mailings delivered 2 weeks prior to meeting Total mailings	17,050 19,986	17,500 19,406	17,100 19,000	17,100 19,000

Program 2. Neighborhood Services

John J. Walsh, Manager Organization: 412200

Program Description

The Neighborhood Services Program improves interdepartmental coordination of the delivery of basic City services and promotes the involvement of neighborhood residents and civic groups in neighborhood events, activities and neighborhood development including the permitting and licensing processes. Program staff coordinates and attends neighborhood meetings facilitates the delivery of basic services and represents the neighborhood related to development issues and testifying at zoning and licensing hearings.

- To maintain a constituent satisfaction rate with City response to requests for service.
- To broaden the base of participation by involving new neighborhood groups in regular ONS activities.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% of requests responded to within 30 days	90%	DNR	90%	90%
	New groups participating in ONS activities	5	5	5	5
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Ouota	16	16	19	19
	Personnel Services	667,642	692,152	840,891	869,948
	Non Personnel	45,592	34,825	47,200	38,220
	Total	713,233	726,976	888,091	908,168
	Requests responded to within 30 days	6,075	DNR	6,075	6,075
	Total requests	6,750	DNR	6,750	6,750
	Total city-wide groups participating	505	510	515	515
	Meetings attended	2,339	2,400	2,500	2,500

Office of New Bostonians Operating Budget

Cheng Imm Tan, Director Appropriation: 113

Department Mission

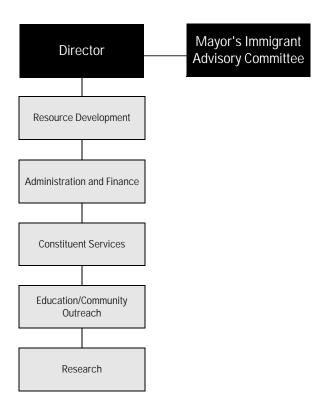
The mission of the Office of New Bostonians is to strengthen the ability of immigrants, and the diverse cultural and linguistic communities of which they are a part, to fully participate in the economic, civic, social, and cultural life of the City of Boston, and to promote the commemoration and public understanding of the contributions of immigrants.

FY07 Performance Objectives

- To outreach to immigrant constituents, to identify communities' needs, and facilitate access to resources citywide through partnerships with immigrant-run and community based organizations.
- To increase civic access, participation and understanding of city government among immigrant communities.
- To provide support and training on cultural competence within city government.
- To reduce the waiting list for ESOL in Boston through the creation of a public-private community partnership.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Office of New Bostonians	77,978	85,954	83,965	317,816
	Total	77,978	85,954	83,965	317,816
External Funds Budget	Fund Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Baxter Fund New Bostonians Contributions	220,007 0	255,566 0	234,986 17,211	0 11,990
	Total	220,007	255,566	252,197	11,990
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	77,978 0	81,954 4,000	83,965 0	290,266 27,550
	Total	77,978	85,954	83,965	317,816

Office of New Bostonians Operating Budget



Description of Services

The Office of New Bostonians provides public education to inform immigrants about City services, information and referral to community services as well as information in conducting outreach to immigrant groups. The Office conducts on-going outreach, including surveys to identify concerns and problems that immigrants face in Boston. The Office works with City departments to better reach and serve diverse cultural and linguistic communities and create a welcoming multicultural environment. The Office collaborates with other agencies to promote multiculturalism and understanding of immigrant history.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees	77,978	81,954	83,965	290,266	206,301
	51100 Emergency Employees	0	0	0	0	0
	51200 Overtime 51600 Unemployment Compensation	0	0	0	0	0
	51700 Workers' Compensation	0	0	0	0	0
	Total Personnel Services	77,978	81,954	83,965	290,266	206,301
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications	0	0	0	4,860	4,860
	52200 Utilities	0	0	0	0	0
	52300 Water & Sewer 52400 Snow Removal	0	0	0	0	0
	52500 Garbage/Waste Removal	0	0	0	0	0
	52600 Repairs Buildings & Structures	0	0	0	0	0
	52700 Repairs & Service of Equipment	0	0	0	900 1,190	900
	52800 Transportation of Persons 52900 Contracted Services	0	0	0	13,800	1,190 13,800
	Total Contractual Services	0	0	0	20,750	20,750
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies	0	0	0	0	0
	53200 Food Supplies	0	4,000	0	1,500	1,500
	53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply	0	0	0	0	0
	53600 Office Supplies and Materials	0	0	0	5,000	5,000
	53700 Clothing Allowance	0	0	0	0	0
	53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials Total Supplies & Materials	0 0	0 4,000	0	100 6,600	100 6,600
Current Chgs & Oblig	rotal cappilos a materials	FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
3	E4200 Markers' Comp Medical	0	0	0	0	0
	54300 Workers' Comp Medical 54400 Legal Liabilities	0	0	0	0	0
	54500 Aid To Veterans	0	0	0	0	0
	54600 Current Charges H&I	0	0	0	0	0
	54700 Indemnification 54900 Other Current Charges	0	0	0	0 200	0 200
	Total Current Chgs & Oblig	0	0	0	200	200
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment	0	0	0	0	0
	55400 Lease/Purchase	0	0	0	0	0
	55600 Office Furniture & Equipment	0	0	0	0	0
	55900 Misc Equipment	0	0	0	0	0
	Total Equipment	0	0	0	0	0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation	0	0	0	0	0
	57200 Structures & Improvements 58000 Land & Non-Structure	0	0	0	0	0
	Total Other	0	0	0	0	0
		77,978	85,954	83,965	317,816	233,851
	Grand Total	11,118	00,704	00,700	317,010	233,001

Department Personnel

Title	Union Code	Grade Positio	n FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
Director	CDH	1	85,308	Constituent Advocacy Coord	MYO	6	1	53,721
Community Outreach Coord	MYO	6 1	53,721	Executive Assistant	MYO	6	1	48,578
				Resource Development Manager	MYO	6	1	44,496
				Total			5	285,824
				Adjustments				
				Differential Payments				0
				Other				4,442
				Chargebacks				0
				Salary Savings				0
				FY07 Total Request				290,266

External Funds History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51300 Part Time Employees 51400 Health Insurance 51500 Pension & Annunity 51600 Unemployment Compensation 51700 Workers' Compensation 51800 Indirect Costs 51900 Medicare	157,156 0 0 0 0 0 0 6,622 0 0	183,664 0 0 0 0 0 0 0 0	197,447 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	-197,447 0 0 0 0 0 0 0 0 0
	Total Personnel Services	163,778	183,664	197,447	0	-197,447
Contractual Services	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	5,188 0 0 0 0 0 2,520 1,560 21,898 31,166	FY05 Expenditure 4,976 0 0 0 3,803 1,409 40,552 50,740	4,860 0 0 0 0 2,027 2,000 23,202 32,089	FY07 Recommended 0 0 0 0 0 0 0 11,990	-4,860 0 0 0 0 0 -2,027 -2,000 -11,212 -20,099
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat 53900 Misc Supplies & Materials Total Supplies & Materials	0 17,741 0 0 6,320 0 0 7 24,068	0 13,207 0 0 7,267 0 0 377 20,851	0 15,546 0 0 5,000 0 1,765 22,311	0 0 0 0 0 0 0	0 -15,546 0 0 -5,000 0 -1,765 -22,311
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical 54400 Legal Liabilities 54900 Other Current Charges Total Current Chgs & Oblig	0 0 997 997	0 0 311 311	0 0 350 350	0 0 0 0	0 0 -350 -350
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure Total Other	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
	Grand Total	220,009	255,566	252,197	11,990	-240,207

Program 1. Office of New Bostonians

Cheng Imm Tan, Manager Organization: 113100

Program Description

The Office of New Bostonians aims at building partnerships with immigrant communities, assisting immigrants to participate in city government, providing cultural competence support for city departments so that they can better serve diverse linguistic and cultural constituents, increasing access to city services for immigrants, and developing leadership among Boston immigrant communities.

Program Objectives

- To document and evaluate the impact of ONB's activities and report on demographic trends of immigrant communities.
- To outreach to immigrant constituents, to identify communities' needs, and facilitate access to resources citywide through partnerships with immigrant-run and community based organizations.
- To increase civic access, participation and understanding of city government among immigrant communities.
- To provide support and training on cultural competence within city government.
- To reduce the waiting list for ESOL in Boston through the creation of a public-private community partnership.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	Community meeting/events attended by ONB	81	126	120	130
	Collaborations with ethnic media and community organizations	25	30	35	35
	Workshop forums and meetings conducted to address community needs	100	102	76	75
	Information and referrals made to city and community resources	940	1,025	1,000	1,000
	ONB assisted projects/activities that link city departments and immigrant groups	35	36	35	40
	Activities to encourage civic participation	67	78	35	35
	Educational and cultural competence workshops conducted for city employees	9	6	6	6
	Students served in ESOL programs created by ENB	400	700	486	500
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07

77.978

77,978

81.954

4,000

85,954

83,965

83,965

290,266

27,550

317,816

Quota

Total

Personnel Services

Non Personnel

Public Information Operating Budget

Seth Gitell, Press Secretary Appropriation: 411

Department Mission

The Office of Public Information is charged with fostering an ongoing dialog between the Mayor and the public by conveying mayoral positions on issues and policy initiatives, responding to public inquiries, enhancing communication between the Mayor and City agencies as well as listening and responding to individual constituent needs.

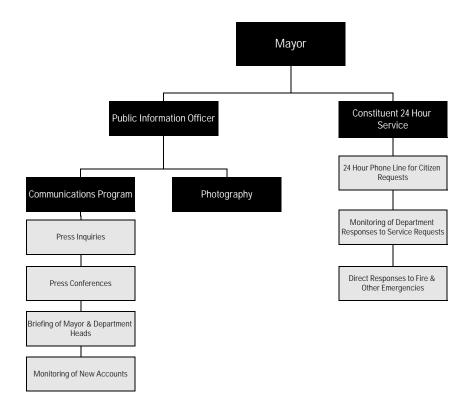
FY07 Performance Objectives

- To respond to media questions about city government.
- To facilitate communication among the Mayor, the public, other city officials and governing bodies.
- To facilitate the delivery of City services on behalf of constituents contacting the Mayor's 24 Hour Service.
- To provide photographs in a timely fashion to various news outlets in an effort to promote City initiatives.
- To maintain an archive of City events for future documentary use.
- To provide necessary visual materials for annual reports and special projects to all city departments.

Operating Budget	Program Name	Total Actual '04	Total Actual '05	Total Approp '06	Total Budget '07
	Communications Photography 24 Hour/Constituent Services	248,559 93,517 509,369	236,489 97,639 520,243	256,289 119,157 565,778	268,539 110,460 594,099
	Total	851,445	854,371	941,224	973,098

Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Personnel Services Non Personnel	785,054 66,391	784,867 69,504	908,648 32,576	942,192 30,906
	Total	851,445	854,371	941,224	973,098

Public Information Operating Budget



Description of Services

The Office of Public Information responds to media requests for information relative to City government, arranges interviews with the Mayor and other City officials, keeps City officials abreast of issues important to the public and assists in the scheduling of public events. In addition, the Office of Public Information handles constituent requests by providing general information, referring citizens to appropriate outlets of service, acting directly with City departments as well as coordinating emergency responses to individual constituent needs.

Department History

Personnel Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51600 Unemployment Compensation 51700 Workers' Compensation Total Personnel Services	785,054 0 0 0 0 0 785,054	784,867 0 0 0 0 0 784,867	908,648 0 0 0 0 0 908,648	942,192 0 0 0 0 0 942,192	33,544 0 0 0 0 0 33,544
Contractual Services		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	52100 Communications 52200 Utilities 52300 Water & Sewer 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	6,617 0 0 0 0 0 2,735 0 645 9,997	10,619 0 0 0 0 0 315 0 23,339 34,273	7,000 0 0 0 0 0 2,500 0 3,900 13,400	7,000 0 0 0 0 0 2,500 0 2,300 11,800	0 0 0 0 0 0 0 0 0 -1,600
Supplies & Materials		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat 53900 Misc Supplies & Materials Total Supplies & Materials	0 5,419 0 0 1,858 0 0 9,680 16,957	0 5,800 0 1,779 0 0 4,136 11,715	100 5,800 0 900 0 5,750 12,550	100 5,800 0 900 0 0 5,500 12,300	0 0 0 0 0 0 0 -250
Current Chgs & Oblig		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig	0 0 0 0 0 6,465 6,465	0 0 0 0 0 6,876 6,876	0 0 0 0 0 6,626 6,626	0 0 0 0 0 6,806 6,806	0 0 0 0 0 180
Equipment		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	0 0 0 32,972 32,972	0 0 0 16,640 16,640	0 0 0 0	0 0 0 0	0 0 0 0
Other		FY04 Expenditure	FY05 Expenditure	FY06 Appropriation	FY07 Recommended	Inc/Dec 06 vs 07
	56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure Total Other	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0
		851,445	854,371	941,224	973,098	31,874

Department Personnel

Title	Union Code	Grade	Position	FY07 Salary	Title	Union Code	Grade	Position	FY07 Salary
Director	CDH		1	66,808	Staff Asst I	MYO	5	2	105,429
Press Secretary	CDH		1	99,345	Press Assistant	MYO	4	1	44,677
Administrative Assistant III	MYO	8	1	58,911	Staff Assistant I	MYO	4	9	345,785
Staff Assistant II	MYO	6	2	100,811	Staff Assistant I	MYO	2	5	110,639
					Total			22	932,404
					Adjustments				
					Differential Payments				0
					Other				18,788
					Chargebacks				0
					Salary Savings				-9,000
					FY07 Total Request				942,192

Program 1. Communications

Seth Gitell, Manager Organization: 411100

Program Description

The Communications Program uses print and electronic media to inform the public of the City's handling of the local issues that affect them. The program conducts press conferences, arranges media interviews with the Mayor and City officials, issues press releases on events and initiatives and responds to media and public inquiries.

- To facilitate communication among the Mayor, the public, other city officials and governing bodies
- To respond to media questions about city government.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% of media inquiries responded to in a timely manner	100%	100%	100%	100%
	% of City public events for which the office provides information	100%	100%	100%	100%
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Ouota Personnel Services Non Personnel	4 228,754 19,804	4 177,192 59,297	5 236,963 19,326	5 249,783 18,756
	Total	248,559	236,489	256,289	268,539
	Number of press releases		407	400	400

Program 2. Photography

Seth Gitell, Manager Organization: 411200

Program Description

The Photography program provides quality visual documentation of city events and programs for use by outside media outlets as well as various city departments for marketing materials.

- To provide photographs in a timely fashion to various news outlets in an effort to promote City initiatives.
- To maintain an archive of City events for future documentary use.
- To provide necessary visual materials for annual reports and special projects to all city departments.

Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	3 83,232 10,284	2 92,664 4,975	2 110,907 8,250	2 102,611 7,850
	Total	93,517	97,639	119,157	110,461

Program 3. 24 Hour/Constituent Services

Janine Coppola, Manager Organization: 411300

Program Description

The 24-Hour/Constituent Services Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

- To facilitate the delivery of City services on behalf of constituents contacting the Mayor's 24 Hour Service.
- To gauge trends of citizen concerns based on 24 Hour Service activity and bring to the Administration's attention.
- To intake and evaluate notifications regarding emergency situations and to disseminate information to appropriate City agencies for response, as well as assist agencies in coordinating such responses.

Program Outcomes		Actual '04	Actual '05	Projected '06	PLOS '07
	% increase in number of service requests handled	-3.7%	10.9%	44.9%	.5%
Selected Service Indicators		Actual '04	Actual '05	Approp '06	Budget '07
	Quota Personnel Services Non Personnel	14 473,067 36,302	14 515,010 5,233	14 560,778 5,000	15 589,799 4,300
	Total	509,369	520,243	565,778	594,099
	Service requests handled via phone/Internet/mail	27,887	30,897	44,782	45,000